



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

# **2024-2025 Early Learning Center Parent Handbook**

## **STEVENS POINT AREA YMCA State Licensed**

Updated May 2025

### **YMCA Mission:**

To put Christian principles into practice by promoting youth, adult and family activities that build a healthy spirit, mind, and body for all.

### **WELCOME**

Thank you for choosing the Stevens Point Area YMCA for your child. We are dedicated to providing a well-supervised, safe, quality, and positive childcare experience for children ages six weeks to 13 years. Our program provides a cooperative effort between staff and parents to promote family and the YMCA values.

YMCA Staff have the capacity, creativity, and imagination to respond to the complex needs of families today. Through our YMCA childcare programs, we are acting on our commitment to build strong kids, strong families, and strong communities.

The Stevens Point Area YMCA is a non-profit, charitable organization dedicated to the development of the whole person: spirit, mind, and body. No child will be denied membership or participation due to financial need.

### **PROGRAM GOALS**

- To support and respect your family values.
- To function as an extension to your family with caring, positive role models.
- To provide a safe, encouraging environment in which children thrive.
- To help children reach their fullest potential through creative and developmentally appropriate learning techniques.

### **HOURS OF OPERATION**

Monday through Friday from 6:30AM to 5:30PM

Please see Child Care closers on the licensing board in the Child Care Entrance.

Child Care will close once a month at 12:00PM for staff to do Professional Development trainings. Dates will be provided through Bright Wheel and Parent Meetings.

Any additional closures will be posted on the parent board in the Child Care Entrance.

\*Due to these unprecedented times, we reserve the right to make additional closures. When the Child Care Center is closed, we will still charge the child's regular weekly rate.

### **PARENT INVOLVEMENT**

All families will receive a tour and orientation prior to your child's first day of attendance.

Parent teacher conferences will take place twice a year. The classroom teacher will communicate the dates.

### **CURRICULUM**

Pyramid Model: Pyramid Model is a framework of evidence-based practices for promoting young children healthy social and emotional development.

## **COMMUNICATION**

Parent communication is done through the Procare App, newsletters, emails, websites, parent boards, staff and information put out on the parent table.

## **SCHEDULE**

A daily schedule will be posted in each classroom outlining how your child will spend the course of his/her day. The YMCA Child Care Program schedule varies by the age and ability of the child and may include:

- Large Group Activities: All children are encouraged to interact in a large group, take turns, participate individually, and allow others to participate with them.
- Small Group Activities: All children will be assisted in developing particular skills. Those skills include counting, tracing, balancing, hand-eye coordination, color and shape identification, games and more.
- Story Time: All children will be exposed to age-appropriate literature and are encouraged to use their imagination, to build vocabulary and to develop listening skills.
- Academic Achievement: All children will be provided with activities that stimulate learning.
- Meal/Snack Time: All children will be encouraged to learn group cooperation, language development, personal discipline, social interaction, nutrition, and to try a variety of different foods.
- Clean-Up: All children are encouraged to respect and participate in the care of their environment.
- Values: The YMCA core values of caring, honesty, responsibility, and respect are reinforced in all activities and built into all curriculum.

## **ACTIVITIES**

YMCA Child Care activities provide each child with age-appropriate experiences which:

- Encourage self-esteem and positive self-image development. Activities include warm staff and child interactions, challenging developmental materials, consistent daily routine, interesting and diverse activities, positive adult/child, and child/child communication and stressing that each child will be valued for individual achievements.
- Encourage social interaction. Program activities include creative play, group time, mealtime interaction, teacher-directed activities and music, songs, and finger plays.
- Encourage self-expression and communication skills. Activities for Child Care participants include group story time, acting out stories and plays, making books and tapes readily available, creative play experiences, and other teacher-directed activities.
- Foster creative expression. Activities include providing creative art materials and play equipment, using constructive toys, exposure to fine arts and using community resources.
- Encourage physical development. Large muscle development includes activities like climbing, group activities, sports, playground equipment and offering classes at YMCA facilities. Small muscle development is enhanced with the use of puzzles, beads, finger plays, and more.

## **BREASTFEEDING**

- Breastfeeding Mothers - A lactation room can be located in our downstairs women's locker room. This information will be displayed in each classroom.
- Refrigerator – Refrigerators are available in each classroom for all milk. Parents must label (name and date) all containers.
- We will be aware of the child's pick-up time and will collaborate with the parents to give them the opportunity to feed the children at pick up.

## **CHILD GUIDANCE**

Our goal is to guide children in becoming happy, responsible, and cooperative participants through positive teaching techniques as specified under DCF 251 Licensing Rules for Group Child Care Centers. In the event that behavior requires more structured guidance, we will do so by:

- Applying teachable moments.
- Guiding children to learn and identify feelings, and develop an understanding of social and emotional awareness for themselves and others.
- Building the relationship with children and families to support healthy learning and a safe environment.
- Communicating regularly with families to keep updated on community happenings and YMCA events.

Additional information can be located in the YMCA Child Care Licensing Policy Handbook that is available at the parent table or can also be found on our website: [www.spymca.org](http://www.spymca.org)

## **HOLIDAY CELEBRATIONS**

We recognize that each child belongs to a unique cultural background rich with family traditions. We would like to share each family's traditions and ask that you help us in planning celebrations that respect your heritage.

## **FIELD TRIPS**

- Field trips will be taken to enhance the curriculum.
- Parents will receive advance notice of any trips taken by the program and any additional fees.
- Permission slips must have a parent's signature and be returned prior to each trip.
- Parents are invited to accompany children and teachers on field trips after a background check is completed.

## **QUIET TIME/NAP TIME**

In compliance with the State Division of Children and Family Services, all children under the age of 5 years old will have a minimum of one-half hour (30 minutes) per day of quiet or nap time. If you would like to have your child woken up after the 30 minutes, you must provide us with a doctor's note.

## **SUPPLIES**

Child Care participants should keep the following items on hand:

- Labeled child size sleeping bag/blanket and crib sheet for children one year and older.
- Labeled sleep sacks or swaddles for children under one year old. We do not allow blankets in the cribs per State Licensing rules.
- Labeled change of clothes.
- Wipes and diapers/pull ups for children who are not potty trained.
- Any diaper rash cream – with an over-the-counter medication release form on file.

## **CLOTHING**

Please be sure your child has appropriate clothes for indoor and outdoor programs (boots, hat and mittens are necessary for outdoor winter play). Please provide the following:

- Clothing children can put on and take off independently.
- Washable play clothes.

- Comfortable shoes – no flip flops, all shoes must have backs on them.
- Label all clothing.

### **ADMISSION**

The YMCA provides safe, quality care for children.

- Any child aged six weeks to 13 years is welcome to participate in the program appropriate to their age.
- YMCA of Stevens Point Child Care programs does not discriminate by race, color, sex, national origin, creed, or special needs.

### **ENROLLMENT**

Completed registration forms must be submitted a minimum of five business days prior to the requested start date.

The following forms must be completed at the time of registration:

- Enrollment/Health History
- Parental/Guardian Consent
- Intake for ages 6 weeks to 2 years
- Child Care Food Program Forms
- Child Health Report – signed by your physician
- Immunization Record
- Bank Draft Authorization
- Parent/Provider Payment Agreement (for families receiving state assistance)
- Custody Arrangements/Court Orders

Special intake forms are required for children aged two and under to provide specific information on the eating, sleeping, and waking patterns of their child. This form must be on file by the first day of attendance and needs to be updated every three months.

Updating all information, including additional immunizations, change in address, telephone number or family situation is the responsibility of the parent. Please check every six months to make sure all the information is current.

Staff will not become involved in custody disputes. A copy of the most current certified court order must be submitted at the time of enrollment or if a change occurs in the structure of the family. The court order will be kept on file at the Y site.

- Court Order on File
  - Primary/Sole Custody: Staff will follow written instructions provided by the parent/guardian identified as having primary or sole custody on the court order.
  - Joint Custody: Staff will abide by the court ordered custody arrangements specified for each day. Each parent will be requested to provide written instructions identifying persons authorized to pick up their child on their court ordered day. Each parent will complete a separate contract for payment purposes if necessary.
- Court Order Not on File
  - Staff will allow both parents to pick up their child.

### **VACATION**

Each child will be allotted 7 days per calendar year for vacations.

- Vacation time is earned throughout the calendar year. Your child will earn 1 day per month that they are in full attendance.

- Vacation time can be taken as earned but not before it is earned.
- Unused vacation time will NOT be carried over into the next calendar year.
- To receive full credit for your vacation, the Child Development Office must receive written or emailed notice at least TWO weeks prior to the vacation.

#### **FEES AND PAYMENT**

- A \$50 non-refundable registration fee is required at the time of enrollment.
- A non-refundable \$250 is required at time of registration; this will be applied to your child's weekly tuition.
- A \$50 weekly deposit will apply to all families receiving State Assistance. If authorizations are not in after two weeks, the balance must be paid in full before your child can attend the following Monday.
- To receive the weekly member rate on your child's tuition, the child must belong to an active Family or Single Parent Family Membership of the Stevens Point Y.
- All children must have a credit or debit card on file for their weekly draft that will take place on Fridays prior to attendance. If payment is declined, all fees are due by Noon on Monday the week of care provided. If you do not wish to have a card on file, tuition must be paid in full for the entire year.
- If you do not want the card on file to draft, payment needs to be received by the prior Thursday at 12PM. You may put a check in one of the drop boxes, pay over the phone with a different card, or utilize your child's online account.
- A \$10 late fee will be assessed each week for fees not received by Friday.
- Returned cards and checks will result in a \$20 charge.
- If a child is absent or when the Child Care Center is closed for holidays, the child's regular weekly rate will still be charged.
- Fees are computed on a full week basis. Legal holidays, sick days, or absences that shorten the week will not be credited.
- Any family with past due fees of one week must pay in full, including late fees and NSF fees, before your child can return. Childcare space may be given to other children if payment is not received by the second week.
- **Summer ONLY hold fee for June 9 through August 29**
  - Must be absent for at least 3 consecutive weeks.
  - A \$50 administrative fee per family.
  - A holding fee of 3 days will be charged each week per child while absent.
  - Director pre-approval is required and not guaranteed.
- Reserving a spot for a child is possible with \$300 at registration and then a monthly holding fee of 3 days once a spot becomes available and you are notified.

#### **ARRIVAL**

- Sign your child in each day on the daily roster sheet.
- Children must be escorted by an adult into the classroom.
- Inform your child's teacher of any special instructions for the day. Write them on a note near the sign-in sheet or via a Procare message.
- Children may not arrive prior to 6:30AM

#### **DEPARTURE**

- Only authorized persons may sign a child out of the program. Please provide a list of authorized people on the enrollment form. This list will be kept on file at the Center.
- Sign your child out each day.
- If a parent or other authorized person appears to be under the influence of alcohol or other drugs or exhibits behavior that gives staff reasonable concern for the safety of the child, staff will attempt to

contact another authorized person listed in the child's file to come and pick up their child. If all attempts to contact another person have been exhausted, staff will contact the police and/or social services for assistance.

### **ABSENCES**

- If your child will not be attending on a day they are scheduled, please send a Procure message to your child's teacher or call the classroom phone by 9:00AM. Also, please communicate to us if your child is not attending Child Care because they have been exposed to or have developed any communicable disease. As a Licensed Child Care Center, we are required to report all communicable diseases to the Portage County Health Department and to notify all families enrolled in our Center.
- If your child is not in attendance for 1 week without notification, they will be terminated.

### **ILLNESS**

- Parents must notify the Center or Child Development Office when a child is absent due to illness.
- The Center cannot care for an ill child. Teachers will consult with management and the decision will be made whether to send the child home or not. Siblings will not be sent home, only the sick child.
- When a child is observed as having the following symptoms, they shall be sent home:
  - a. Fever of 100.4 or higher
  - b. Vomiting
  - c. Diarrhea-loose stool three times in a one-hour period
  - d. Contagious disease/virus (see below)
  - e. Constant cough
  - f. Heavy nasal, eye, or ear discharge
  - g. Excessive atypical behaviors such as whining, crying, or tiredness
  - h. Undiagnosed rash
  - i. Nits or head lice

A parent or guardian will be contacted to pick up the child within one half-hour after contact. We need your cooperation to help keep our Center as healthy as possible. No child shall return to the Center until a full 24 hours after no longer displaying signs and symptoms of a contagious disease, fever without medication, vomiting, diarrhea, or nits/lice.

Communicable diseases such as pink eye, chicken pox, measles, etc will be reported to the Portage County Health Department and posted when children have been exposed. Children must have a written doctor's permission prior to being able to return to the Center.

- If a child has no overt symptoms of illness but displays significant behavior changes and is clearly uncomfortable and not able to participate in classroom activities, a parent will be called to pick up the child.
- If a child becomes ill at the Center, a parent will be contacted to take him or her home. Until a parent arrives, the child will be isolated, within sight and hearing distance of an adult.
- If the parent cannot be reached, the staff will contact the emergency contact person listed on the child's enrollment form.
- Because we are not licensed to provide sick childcare, a parent or emergency contact must pick up the child within one hour after being contacted.
- To ensure proper staff/child ratio, children may not stay inside during outdoor playtime. If your child needs to stay inside for a few days for health reasons, please keep him or her home a little longer.
- Medication may only be administered when an "Authorization to Administer Medication" form is on file. All medicine (prescription and non-prescription) must be in its original container and must be labeled with the child's name, dosage, time, and the doctor's name and phone number. We do not administer the

initial dosage of medicine. Medications for infants must include a measuring device.

### **INJURY/MEDICAL EMERGENCY**

If your child is injured at the program, the director/teacher will take whatever steps necessary to obtain emergency medical care. They include, but are not limited to, the following:

- Attempts to contact parent or guardian directly.
- Attempts to contact parent or guardian through emergency contacts listed on enrollment forms.

If we cannot contact you, and we cannot provide the proper medical care we will

- Call an ambulance/911 and have your child transported to Aspirus Heath

A written Incident/Accident report will be filed at the center. Parents will be notified immediately of any emergency situation and of any other of the incident/accidents upon end of day pick-up if not contacted earlier.

### **Child Care Guidance Policy**

This policy will be reviewed with all staff at Stevens Point YMCA Child Care Center and with parents of each child at the time of enrollment. This written policy must be posted and adhered to at all times.

Stevens Point YMCA Child Care Center does not permit:

- Corporal punishment, including but not limited to the following:
  - Striking a child directly or with physical objects
  - Shaking, shoving, spanking or any forms of aggressive physical contact

Requiring a child, or forcing a child to repeat physical movements

1. Harsh, humiliating, belittling or degrading responses of any form including verbal, emotional or physical
2. Confinement of, or isolation of a child or children
3. Deprivation of a child's basic needs, including food, water, shelter, clothing, or bedding.

### **Expectations for Children**

Children at Stevens Point YMCA Child Care Center will be expected to follow three rules:

1. Be Safe
2. Be Kind
3. Be Helpful

Staff at Stevens Point YMCA Child Care Center will use positive reinforcement and a well-planned daily schedule and maintain a safe environment. When necessary, we use discussion and/or redirection to help children work through situations and get back to learning and having fun!

Each child will be seen as an individual and be supported as one. Children will be given the opportunity and encouraged to freely explore their environment as long as they are safe and following classroom rules. Each child is unique and will explore and process information in different ways. Teachers will plan daily activities that allow for children's different learning styles.

### **Guidance Techniques**



Guidance techniques are designed and carried out in such a way as to help the individual child develop self-control, sensitivity for others and to assume responsibility for his or her actions.

Some of the guidance techniques regularly used at Stevens Point YMCA Child Care Center include:

- Positive Redirection.
- Limits and boundaries are set and remain consistent between educators, children, and events.
- Teachers model appropriate choices that are given and children are encouraged to choose for themselves.
- Communication and problem solving are encouraged. Children are brought together to work out conflict with educator support. Children are encouraged to talk about their feelings, actions and plans to work towards solutions. Through these actions children learn to cooperate, compromise, and have empathy for others.

Young children need the experience of interacting with other children on a consistent basis.

### **Environment and Materials**

Classrooms must be set up to encourage positive behavior. The Stevens Point Area YMCA will use the Pyramid Early Learning Framework to support in emotional and social development.

When setting up play areas within a classroom, teachers must consider:

- Types of play that will take place in each area. Noisy and messy areas should be kept away from quieter areas.
- Traffic flow. Environment should work with flow to minimize accidents. Don't place areas in front of doorways or the middle of traffic flows. Minimize run ways.
- Toys and materials available in each area. Ensure toys and materials are in good supply, in good repair, and are age appropriate. Ensure availability of toys is open-ended and could be used in a variety of ways.

### **Programming Ideas**

Teachers must make sure that all programming is completed ahead of time. Children should not have to wait to complete an activity because their teacher is not prepared. When planning your scheduled activities remember that children need a balance of activities, they need to exercise their minds, senses, and bodies in different ways throughout each day to keep them stimulated. They also need to experience things firsthand and be actively involved in the learning process whenever possible (try not to just tell them about something; let them feel, taste, smell, see, and hear it whenever possible).

### **Schedules/Routines**

Children need a well-planned, consistent schedule. This will help them develop a sense of trust, security, and control over their environment. Schedules should provide a good balance of active and quiet activities, indoor and outdoor play, and individual and group activities. Each teacher needs to understand the importance of maintaining a consistent schedule; they also need to be a little flexible in some circumstances. If something in a child's schedule is going to change, teachers must let children know about the change ahead of time so they can re-organize their expectations for that day's activities. All teachers must understand the negative effects staff turnover can have on a child's daily schedule. We must do our best to minimize any negative outcomes by providing consistency in as many other aspects of Center life as possible; we must understand and support each child as they readjust to any changes this may bring to their day.

### **Prevention and Intervention**

There are many teaching strategies that can be used in the classroom to help minimize conflict situations. Remember that we will never be able to eliminate all conflict within the classroom. If correctly handled, most conflict situations can be great learning experiences for children's social skills. Teachers should, when possible, encourage children to solve problems together or help think of ways to eliminate unwanted behavior. Teachers also need to be aware that some problems need immediate intervention and should step in whenever necessary. The goal of teacher intervention should be to provide guidance and support, not punish or solve problems for the children.

The following is a list of prevention and intervention strategies that should be used as a guideline to help you promote positive behaviors in your classroom.

### **Prevention Strategies**

1. Establish clear, consistent, and simple classroom rules.
2. Ensure that rules are explained to children, such as walking feet, listening, and using gentle touches.
3. State classroom limits in a positive way and remind children of classroom rules and expectations often.
4. Provide opportunities for children to make choices throughout the day. Allow activities that require children to practice their decision-making skills. Give them choices whenever possible.
5. Prepare children for transitions. Give children plenty of warning before changing to another activity.
6. Model and encourage appropriate behavior. Children learn their behaviors by watching others around them.
7. Interact with children during periods of free play as well as during scheduled activities.

### **Intervention Strategies**

1. Remind and redirect children of classroom rules. If necessary, children may need to be redirected to another activity until they are able to follow rules.
2. Get child's attention when intervening and be respectful. Try to get to child's level, establish eye contact, and remain calm.
3. Always acknowledge the feelings of any child involved. Help them find words for how they are feeling.
4. Assist children in problem solving a situation, help children find their own solutions. State what the problem is, ask what should be done, and provide choices if necessary.

### **Helpful Hints for Teachers When Dealing with Behavior Issues**

- Keep your own emotions under control.
- Maintain calmness in your own tone of voice and body language.
- Don't be judgmental of children.
- Get to know the children's family and communicate behavior issues.
- Don't demand that children apologize.
- Avoid using abstract, subjective terms like "play nicely". Be clear and describe behaviors.
- Don't hold a grudge.
- If you feel your own frustration rising, ask for a break or have someone else take over.

### **Policy on Reporting Suspected Child Abuse & Neglect**

Every staff prior to working in any classroom will take the online Mandated Reporter Training at <https://media.wcwpds.wisc.edu/mandatedreporter/index.html> after this training said staff will work with the Child Care Director to review what was learned to ensure proper understanding has been met.

Mandated reporters are required by either the Wisconsin Statutes [s.48.981, WI Stats.] or Governor's Executive Order [EO #54] to report suspected child maltreatment. Mandated reporters are required by law to report suspected child or elder abuse as soon as practically possible. Mandated reporters who report suspected cases of abuse have absolute immunity, civilly and criminally, for making such reports. It is your responsibility to report even if your supervisor does not agree with you.

As required by Wisconsin State Law any staff that suspects or has reasonable cause to believe a child is being neglected or abused will immediately contact the Child Care Director on her cell phone, or the Portage County Department of Health and Human Services @ 715.345.5350 and work with the director to make a full report to the Child Care Licensing Department. This process is non-negotiable!

**Signs of Neglect can be but are not limited to:**

- Poor hygiene, odor
- Inappropriately dressed for weather
- Needs medical or dental care
- Left alone, unsupervised for long periods
- Failure to thrive, malnutrition
- Constant hunger, begs, or steals food
- Extreme willingness to please
- Frequent absence from school
- Arrives early and stays late at school or play areas or other people's homes

**Signs of Physical Abuse can be but are not limited to:**

- Bruises, welts on face, neck, chest, back
- Injuries in the shape of object (belt, cord)
- Unexplained burns on palms, soles of feet, back
- Fractures that do not fit the story of how an injury occurred
- Delay in seeking medical help
- Extremes in behavior: very aggressive or withdrawn and shy
- Afraid to go home
- Frightened of parents
- Fearful of other adults

**Signs of Sexual Abuse can be but are not limited to:**

- Pain, swelling, or itching in genital area
- Bruises, bleeding, discharge in genital area
- Difficulty walking or sitting, frequent urination, pain
- Stained or bloody underclothing
- Venereal disease
- Refusal to take part in gym or other exercises
- Poor peer relationships
- Unusual interest in sex for age
- Drastic change in school achievement
- Runaway, regressive, childlike, or delinquent behavior

**Signs of Emotional Abuse can be but are not limited to:**

- Low self-esteem
- Self-denigration
- Severe depression
- Unusual level of aggression
- Severe anxiety
- Extreme withdrawal

**Common Sites of Accidental Injury can be but are not limited to:**

- Forehead
- Palms of hands
- Knees
- Shins
- Crown of Head (back)
- Spine
- Elbows
- Hips

**Common Sites of Non-Accidental Injury can be but are not limited to:**

- Eyes & Ears
- Mouth & cheeks
- Neck & Shoulders
- Upper & Inner arms
- Genitals & Buttocks
- Stomach
- Inner, front, and back of thighs

**LATE PICK-UP**

- Please call in advance if you are running late so we can plan appropriate staffing and reassure your child.
- Parents or authorized persons shall pick up children by 5:30PM. A late fee of \$1 per minute will be charged after this time, minimum charge \$5. Time will be determined by the clock in the room.
- Chronic late pick-ups will be grounds for termination.

If your child is not picked up by 6:00PM, the local authorities will be called.

**SNOW EMERGENCY**

The YMCA will make every effort to stay open to meet your needs. Our program will only close when the entire YMCA closes. In the event of closing, we will post it on our website.

**EMERGENCY EVACUATIONS**

In the event of an emergency where we need to evacuate the building, we will relocate to the Boston Funeral Home. Staff will call families to pick up their children. The tornado shelter is located in the YMCA Adult Women's locker room in the basement.

## **CHILD ABUSE PREVENTION**

The health and well-being of your child(ren) is essential to the YMCA. The YMCA has developed a policy on the prevention of child abuse that includes the following provisions:

- Parents are encouraged to visit Child Care Center. If you are interested, a background check will need to be completed.
- Parents will be informed about their child's program participation.
- Staff and volunteers will be alert to the physical and emotional state of all children. When any sign of injury or suspected abuse is detected, the Director will be notified immediately, and a report will be made to the appropriate authorities.
- The Child Care Director will train all staff as Mandated Reporters, including what child abuse and neglect may look like and how to be of assistance to parents and children through workshops, counseling, and providing resource materials upon request.
- YMCA Staff will not release a child to anyone other than the authorized parents/guardians or other individuals that have been authorized, in writing, by parents. Sign-in and sign-out logs will be maintained on a daily basis and kept on file at the program site.
- YMCA Staff and volunteers will not verbally, emotionally, or physically abuse or punish any child.
- YMCA Staff and volunteers will not discipline children by use of physical punishment or by failing to provide the necessities of care such as food and shelter.
- Reference checks on all prospective YMCA employees will be conducted, documented, and filed prior to employment. Criminal record checks are conducted on all staff and volunteers working with children.
- Staff training will include in person Mandated Reporter, child abuse and neglect and the appropriate procedures for responding to the suspicion of abuse.

For more information on the YMCA's policy on Prevention of Child Abuse and Child Abuse Reporting Procedures, refer to the YMCA Child Care Policies and Procedures Handbook.

## **COMPLAINTS OR CONCERNS**

All complaints or concerns will be directed to the Child Care Director. A comment card can also be placed in the comment box located near the Service Desk or in the payment box by the scanner located at the Salvation Army Entrance.

## **WITHDRAWAL FROM THE PROGRAM**

### **At Parent's Request**

- Two weeks' notice of withdrawal is required in writing to the Center/Program Director.
- Your signature on the enrollment form verifies your agreement and understanding of this policy.

### **At YMCA's Request**

- Notification period prior to withdrawal is not required if the withdrawal is requested by the YMCA program.
- The YMCA reserves the option to withdraw a child for any of the following reasons:
  - Nonpayment of fees as agreed upon.
  - Does not attend for one week without notice.
  - Repeated failure of parents to pick up child on time.
  - Failure to provide program with forms or current medical information as stipulated by State Licensing and this Handbook.
  - Continuous disciplinary problems.
  - Hostility by parents toward YMCA staff or volunteers.

## **DISCIPLINARY PROBLEMS**

A serious disciplinary problem is defined as one in which a child is continually disrupting the smooth flow of the program in one of the following manners:

- Requiring excessive one-on-one attention.
- Inflicting physical or emotional harm on other children/staff.
- Using inappropriate language and gestures.
- Inability to conform to the guidelines of the program.

Behavior difficulties usually become manageable with cooperative efforts between staff, parent, and the child. The staff will collaborate with the parent through:

- Observation and documentation.
- Parent/staff conferences.
- Referrals and outside resources.

The staff will make every effort to enlist the cooperation of the child, parents, and any outside agencies to solve each problem. In the event of continued problems, the following procedure will be followed:

- Staff will inform parents/guardians of specific situations. Staff will seek advice from parents and work with the family to resolve problems.
- A conference with the Child Care Director, the Lead Teacher and the parents will be set up to establish a mutually agreeable solution for the child's behavior.

### **CHARACTER DEVELOPMENT**

Character Development is the philosophy at the YMCA. We strengthen the foundations of community through youth development, healthy living, and social responsibility. Our mission is to build strong kids, strong families, and strong communities by enriching the lives of all people in spirit, mind, and body.

Using our 4 core values always of: CARING, HONESTY, RESPECT, & RESPONSIBILITY

We are dedicated to providing a fair and positive program for all children. We want your child to succeed!

### **STAFF**

We are committed to having the highest quality of staff to care for your children. Our staff meet or exceed the education experience requirements outlined by the State of Wisconsin. Together we provide an educational environment that is healthy and nurturing for you and your children.

### **FINANCIAL ASSISTANCE**

The YMCA is a non-profit organization open to men, women, and children of all ages, races, religions, incomes, and abilities. Anyone requiring special accommodations or financial assistance to participate in a YMCA program or activity should call us at 715-342-2999. Financial Assistance is made possible through contributions to our Annual Campaign and support from United Way.

### **USDA NONDISCRIMINATION STATEMENT**

**For all other FNS nutrition assistance programs, state or local agencies, and their subrecipients, must post the following Nondiscrimination Statement:**

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or
2. **fax:**  
(833) 256-1665 or (202) 690-7442; or
3. **email:**  
[Program.Intake@usda.gov](mailto:Program.Intake@usda.gov)

This institution is an equal opportunity provider.

## **NUTRITION**

### **Training:**

All food Service employees receive orientation and training prior to working the kitchen and serving food. Kitchen Managers and Nutrition Coordinator have Safe Serve Certification.

### **Meal Times/Guidance:**

All staff are trained in the CACFP and follow sanitation procedures and food handling. During meal times, it's a time for socialization and staff provide guidance to children while eating a well-balanced meal.

### **Menus/Meals:**

We provide breakfast, lunch, and PM snack. Under Wisconsin State Licensing requirements and CACFP, children must have a nutritious breakfast consisting of milk and then two components from the following: fruit, vegetable, grain, or meat/meat alternative. For lunch, children are served one portion each of fruit, vegetables, grain, protein, and milk: or two vegetables, one grain, protein, and milk. A nutritious snack of two of the following four groups: milk, protein, fruit, vegetable, or grain will be provided in the afternoon. Children are served all components at every meal following the guidelines provided by CACFP. Food may not be supplied by the family for any meal unless there is a special diet or allergy. A monthly menu will be posted in your child's classroom. If there are any changes made to the menu, changes will be noted on the menu in each classroom.

### **Infant Feeding:**

The Stevens Point Area provides Parents Choice Formula, Gerber Rice Cereal, Gerber Infant cereal and Gerber baby food. As children start on whole foods, parents will provide written documentation on what their children can eat.

**Special Diets:**

For any special diets, including milk alternatives, a special needs form must be completed by parents, signed by a physician, and updated yearly. Our center may only serve soy or lactose free milk as an alternative. We will provide Great Value Original Soy Milk and Great Value Lactose Free Milk. Great Value Lactose Free Whole Milk will be offered to children under the age of 2 and Great Value Lactose Free Fat Free or 1% Milk will be offered to children 2 and older. If you would like your child to have something else, you must provide it. The following **do not** work as milk alternatives:

- Flavored (ex: vanilla, chocolate, strawberry)
- Almond milk
- Rice milk
- Coconut milk

Children are welcome to bring a store bought treat for snack on their birthday or special occasion. All foods must be prepared in a state inspected kitchen (this means no homemade food). Please refrain from bringing in food with nuts.

**Kitchen Cleanliness:**

Kitchen following DCF 251 cleaning guidelines and handwashing procedures. All food stations are cleaned and sanitized before and after every use. Cleaning charts are maintained and followed daily.

**Food Storage:**

All food is dated, labeled and in sealed containers. All food is stored 6 inches or above the ground. Refrigerators and freezers temperatures are recorded daily.

**Americans with Disabilities Act (ADA)**

The [Americans with Disabilities Act \(ADA\)](#) is a U.S. civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including employment, public services, public accommodations, and transportation. It ensures people with disabilities have equal access and opportunities, similar to how the Civil Rights Act of 1964 protects against discrimination based on race, religion, etc.. The ADA also mandates that employers provide [reasonable accommodations](#) for employees with disabilities and requires public accommodations to be accessible.

**Delegation of Authority****Licensed Child Care Senior Director:**

Stephanie Gross  
715 952 9339  
[sgross@spymca.org](mailto:sgross@spymca.org)

**Child Care Assistant Director/Behavioral Specialist:**

Zanna Zehner  
715 952 9354  
[zzehner@spymca.org](mailto:zzehner@spymca.org)

**School Age Care Coordinator:**

Brandon Wagner  
715 952 9382  
[bwagner@spymca.org](mailto:bwagner@spymca.org)

**Enrollment Specialist:**

715 342 2999

**Center Hours of Operation**

Monday through Friday  
6:30AM-5:30PM